Technical Bulletin #18
FMCSA - Information Systems

Subject: ISS v2 – SAFER Connection problem

Keywords: ISS, SAFER, Transfer.dll, MS Exchange, Mailbox

Date: November 30, 2000

Symptoms: Any attempt to connect ISS v2 to SAFER to obtain updated carrier snapshot information or query for a non matched carrier will return the following message: "<u>Timed out waiting for proper response from server</u>".

Cause: The SAFER mailbox server has been switched from NTMail to Microsoft Exchange Server which requires slightly different transfer protocols. These were not included in the November 2000 or earlier releases.

Resolution: The FSG website now contains a patch file in the ISS v2 Documents section called: "ISS v2 Patch for MS Exchange Connectivity". Download that file. It is an executable and when run (such as by clicking from within Windows Explorer) will locate your copy of ISS v2 and install a file called Transfer.dll.

Steps to replace Transfer.dll

1) Download CommPatch.exe from FSG Web site.
2) Double-click the CommPatch.exe previously downloaded.
3) This will launch an installation which will automatically replace one file.
4) After the installation is complete, run ISS v2 and go to File|Configuration. (Default password is 'iss')
5) Choose the second option 'SAFER Settings'.
6) Replace the Safer Server name from mailbox.safersys.org to mail03.safersys.org

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STILL HAVE QUESTIONS? – Contact FMCSA Technical Support for further explanation and assistance: Call 617-374-5090 Eastern Standard Time: 8 am - 4 pm.

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